

2.11 Travel

2.11.1 Objective

The long-term SCEIS solution includes the implementation of the integrated Travel Management module, which is integrated with the Finance and Human Resources modules. The fully integrated Travel Management module will provide extensive functionality ensuring that the State's policies and procedures are followed. However, until the Human Resources module is implemented, an interim travel solution has been identified to meet the requirements of the State's travel and reporting policies. The interim solution will record travel as a direct expense following the actual event, except where advances occur. No encumbrances for travel activity will exist under this interim solution. The requirements include the identification of: employee number, number of trips, purpose of trip, number of days, and dollar amount.

During the Business Blueprint, two options were identified to support an interim solution. The two options include:

- Development of a custom transaction within the SCEIS solution or customization of an existing transaction to provide for the entry of the required information
- Leveraging the use of an agency-based travel solution as the interim statewide solution that would provide internal controls for travel rules and regulations and would be interfaced to Accounts Payable. The required information could be populated into a custom table in the SCEIS solution or remain within the agency solution for reporting purposes

With each option, a series of pro's and con's exist.

The first option includes the development of a custom transaction or the modification of an existing transaction to keep the travel related information within the SCEIS solution and allow for a transition to the long-term solution. This solution would, however, be customized for the State and therefore, must be retested and evaluated during each support pack update to ensure the transaction was not impacted. Custom table structures would also be necessary to capture the travel information for reporting purposes.

The second option could leverage an existing agency-based travel system to provide an immediate solution (potentially with minimal changes) to travel. Agencies have been requested to provide information on travel solutions currently in place. The project team is aware of several

solutions that could be considered for this option. This solution would include knowledge from the originating agency on its functions and operations that could be provided to the SCEIS team for testing and interface configuration. An existing agency-based solution could provide specific internal controls for travel rules and regulations. The solution, however, continues to maintain legacy system functions that may be difficult to change once the Human Resources module is implemented. The system would reside outside of the SCEIS solution and require an additional interface to process travel-related transactions.

The decision on the interim solution will be finalized in the Realization phase. Both options, however, require setting up each employee as a vendor in the SCEIS solution in order to process the payments through the Accounts Payables module. Refer to the FI overview for additional information on employee interfaces.

Travel advances will require separate processing within the SCEIS solution as a down payment request. Liquidation of advances will be processed outside of the interim solution, unless the solution indicates the reimbursement request is based on an advance.

2.11.2 Process Definition

For the State, trips are defined as any travel where an individual leaves their normal headquarters for State business. Trips may have multiple destinations. The trip begins when individuals leave their headquarters, usually their office, but can be their home, and ends when the individual returns to their headquarters. Prior approval is required for all out-of-state travel, conferences, airline ticket purchases, and lodging direct bills and will be completed offline.

Document Types

The State will post travel-related documents directly in the Accounts Payable sub-ledger, which may not originate from another SCEIS solution component. As it relates to Travel, the State will configure a new document type for the interim SCEIS travel solution. Refer to the General Functions section for additional information on document types.

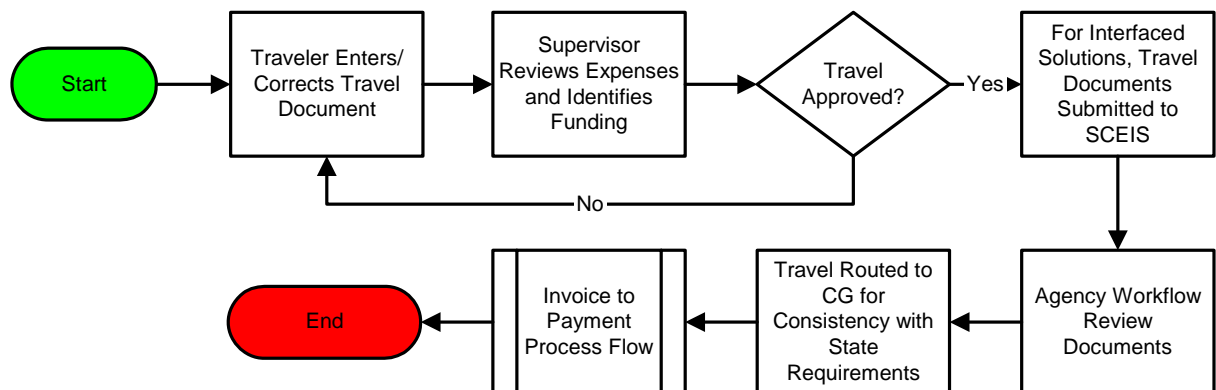
Process Flows

The following process flows depict the State's interim solution for processing travel reimbursements and payments.

1. The process flow below describes the reimbursement process that begins with the agency accounts payable staff and concludes with the generation of a payment to the employee.

The traveler submits the travel documents, which include all required documentation and receipts. The traveler's supervisor reviews the travel expenses and either approves or rejects the documentation. If the supervisor approves the document then it is routed to the agency accounts payable for approval. Once the agency Accounts Payable department enters and approves the reimbursement request, it is sent to the Office of the Comptroller General (CG) for audit and approval. Once the CG has approved the documents and confirmed that the state requirements have been met, the invoice is processed for payment. The employee is reimbursed at this time (either through Direct Deposit or a check depending on their vendor profile) and notification is provided to the employee. If the travel documents are disapproved by the CG's office, then they are sent back to the accounts payable department, and possibly the traveler. The originator or the originator's Accounts Payable department (whomever entered the original document) should make any changes to the online travel document. This is consistent with the State's communication approach on document change.

Exhibit 2.11.2-1 Travel Reimbursement Process



Benefits

The interim travel solution will serve to benefit the individual agencies as well as the central operations of the State as it is interfaced or integrated with the Accounts Payable module. Several benefits were identified in the Business Blueprint workshops. These include:

- Less paper forms/standardization of forms, if required
- Reduce cycle time for approval processes

- Possible option to interface a travel program to Accounts Payable, with statewide rules/controls built-in
- Notification to employee when travel is paid
- Reduce overall cycle time for process
- Adhere to state travel policies and procedures

Business Requirements

The following set of business requirements represent items that were discussed during the Business Blueprint workshops that can be classified in one of the following categories: 1)A new requirement (i.e. not identified in the original RFP); 2)A previous requirement that responding to a solution that has changed significantly (i.e. grants); or 3)A previous requirement that should be reviewed carefully with the solution as it may not fall in line with the solution best practice.

Please refer to the appendix of this document for the RFP requirements.

Accounting for travel expenses in the SCEIS solution must meet applicable State laws and Proviso's, including identification of taxable items. This requirement will be accommodated through either interim solution.

The proposed system should provide the ability to reimburse employees and non-state employees for travel expenses. This will be met by using the accounts payable process within the SCEIS solution with each individual or organization receiving payment, established in the vendor master.

The proposed system should provide ability for State employees to initiate reimbursement for their travel expenses through direct entry of travel expenses into the system, and to query on the status of their pending travel reimbursements. Depending on the interim solution, the employee may have system access to initiate the process.

The proposed system should automatically detect and reject any request for duplicate payment. The ability to flag or reject an item as a duplicate payment is available as standard functionality within accounts payable.

Ensure that "privacy" requirements are met on reports, etc. related to SSN's. The development of reports can elect to use the vendor number or other information from the employee's vendor record for reporting purposes.

The proposed system should record the issuance of an advance as a receivable, and reimbursement of employee travel advance as a cash receipt and calculate any remaining amount due or receivable. The special general ledger indicator functionality will accommodate this requirement. For additional information on this functionality, refer to the General Function section.

The proposed system should track travel expenses by trip and person. This requirement will be accommodated through either the custom coding transaction or leverage the use of an existing agency solution.

Reporting

From the Business Blueprint workshops supporting travel, specific reporting needs were identified. These reports are listed in the following exhibit.

Exhibit 2.11.2-2 Travel Reporting Needs

Report Name	Description	Standard Report/InfoCube
Reports by Business Areas, trip, person, GL Account, Cost Center, Fund, etc.	The State requires the ability to report by various fields such as business areas and specific agencies, trip, person and other cost related factors.	Custom Report
Provide Web-page lookup for employee payments	State requires web-page lookup for employee payments.	Custom Report
Top 25 travelers, by dollar amount and agency	State requires the ability to generate a query that will capture the top 25 travelers, by dollar amount and agency.	Custom Report
Total cost by conference	State requires generating a report of total cost by specific events, such as conferences.	Custom Report
Advances by individual	State requires capturing the total amount of advances by individual.	Custom Report
Taxable vs. non-taxable travel by employee	State requires generating a report that captures taxable vs. non-taxable travel by employee.	Custom Report
Information to capture 75/25 rule	State requires information to capture 75/25 rule.	Custom Report

Workflow

If a data entry clerk has parked a document, the clerk can manually contact the appropriate supervisor for approval of the parked document or use the SCEIS solution workflow capability.

Listed below are the benefits of utilizing workflow:

- A tool for increasing the efficiency of office communication and organization
- Allows automated document release (posting the document) and/or approval procedures involving two persons
- Increases efficiency of business processes by linking tasks to employees or departments within the organization
- Reduces time and cost in managing business processes by coordinating people, work steps and the data to be processed
- Increases transparency and quality

Through workflow, multiple approval processes can be configured. When a document is parked, it is triggered by threshold amounts for release to be approved. However, only three levels of amount approvals are possible. The amount-based release procedure will determine which person of responsibility should be notified (the approval path between employees or organizational departments must be configured), and the system will automatically place a message in the approver's mailbox to review the parked document. Upon review, the approver can complete (insert additional required information), approve or reject the parked document. If rejected, a mail message will be sent to the originator of the parked document. If completed, the parked document is ready to be posted (called "release" in workflow).

If certain information is not available during document creation, the document can be saved as a held document. As with a parked document, when a held document is saved, no financial accounting entries are posted. Holding a document differs from parking a document in the following ways:

- The User assigns a temporary document number to the held document, which is controlled by the User ID. Others cannot view or change this held document.
- Held documents cannot be viewed in account display. Held documents can only be displayed during standard document entry time using the Open Held Document push-button.

Imaging

Imaging within the interim travel solution refers to the scanning and capturing of information that is required to be maintained for the travel reimbursement process. The SCEIS solution will have the capability to scan and create an image file of all travel documents and receipts. A document file record will be recorded in the SCEIS solution and will be assigned to an invoice record. The following table identifies the types of documents and information to be included in the imaging process and the point in the process to which the imaging activities would generally occur.

Exhibit 2.11.2-3 Travel Imaging Integration Points

Scanned Documentation	Approval Process	Imaging Integration Point
Travel Receipts, Expenses, and documentation	Yes	These documents should be scanned once the travel is completed and ready for approval and reimbursement.
Manual Invoice Creation/Travel Form	Yes	This document should be scanned as early in the process as possible following all required signatures.

User Roles

Based on the business processes supporting Travel, the following standard roles have been identified for the interim travel solution. These include an Agency Accounts Payable Accountant, Agency Accounts Payable Manager, and the CG Auditor.

Exhibit 2.11.2-4 Travel Standard User Roles

User Role	Description
Agency Accounts Payable Accountant	The Agency Accounts Payable Accountant will be responsible for processing the travel reimbursement invoice, once the Accounts Payable manager and the CGs office auditor approves it.
Agency Accounts Payable Manager	The manager will be responsible for online approval of the travel invoice.
CG Auditor	The CG auditor will be responsible for the final statewide review and approval process and will then post the invoice.